NIH Help Desk Customer Satisfaction Report
For the Period 4/1/2005 to 6/30/2005
Tickets by Category Summary, Sources, Tickets Closed and Unresolved.   Snapshot Date: 7/5/2005
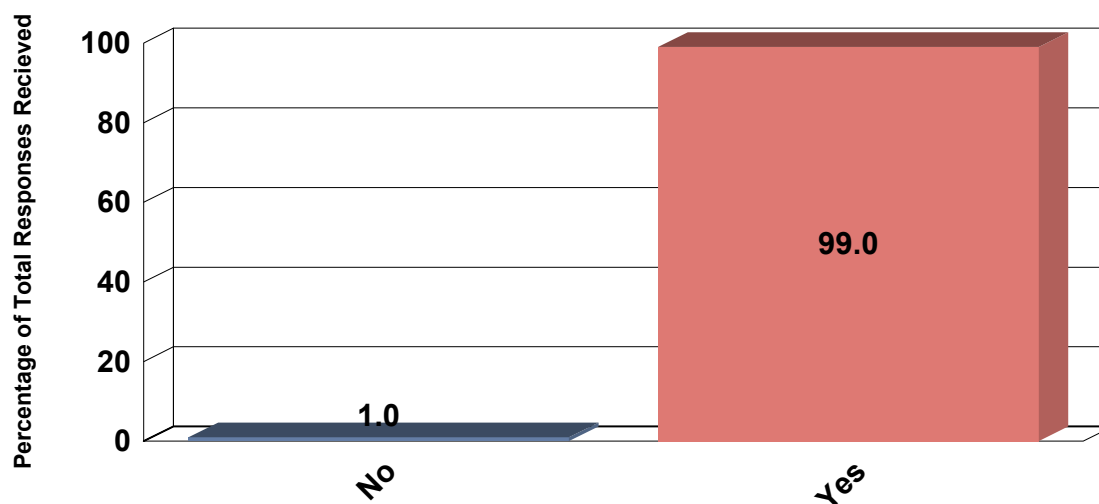
Number of Surveys Sent During Period: 19,589
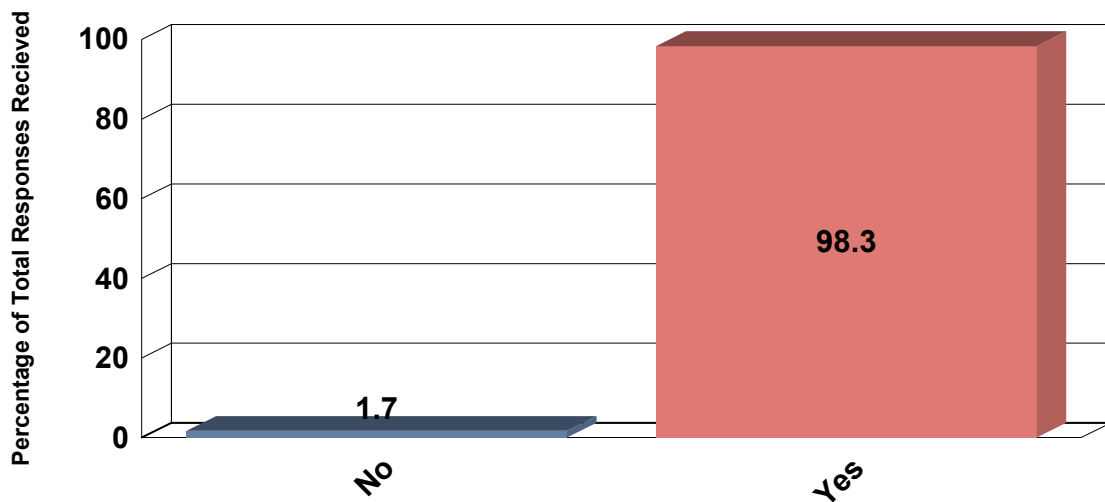**Number of Surveys Returned: 1130**
Rate of Return: 5.70 %

Were the Consultant(s) Courteous?

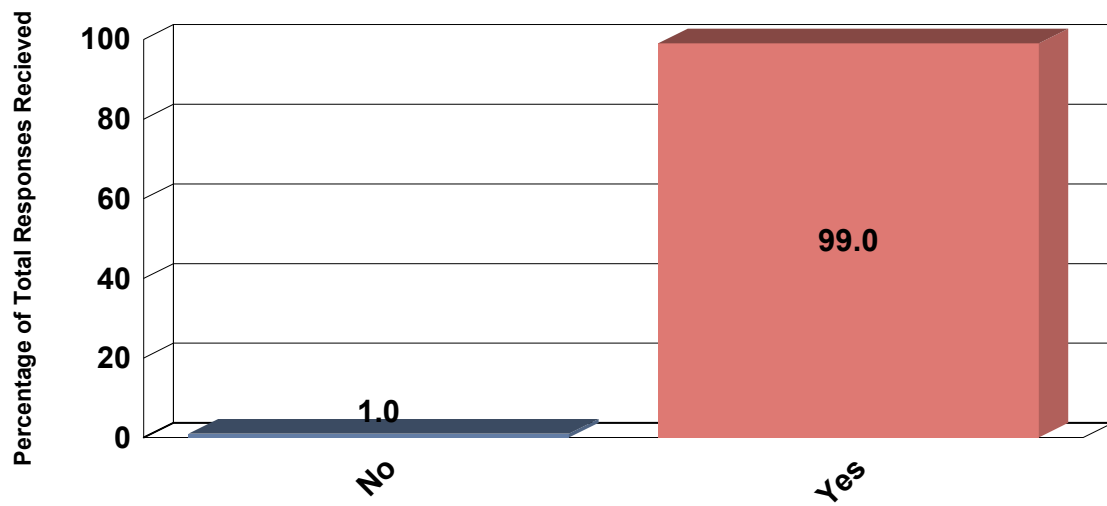
Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST1608247	THis guy refused to consider that my problem was related to what the helpdesk had informed me to do in an earlier call.

Did the Consultant(s) Understand the Problem/Request?

Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
ST1608247	He never even considered the possibility that deleting cookies was causing me problems, and despite repeated requests from me, c
ST1618692	I only needed the format for the user ID. I asked if it was the same id used when logging onto NIH email. They could not give
ST1582300	Someone else told him after he walked me through instructions that the Silk page for Titan Password was not working.
ST1582462	This person talked down to us as if instructions were not read.

Was the Problem/Request Resolved in a Timely Manner?

Percentage of Total Responses Recieved

100	
80	
60	
40	**99.0**
20	
0	**1.0**

No   Yes

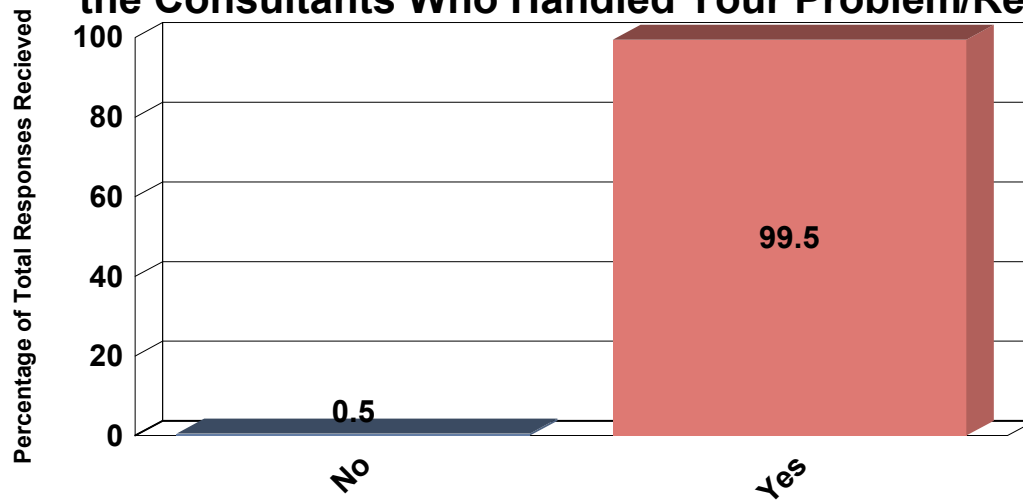**Service Ticket Number**   **Given the Nature of the Problem/Request, What Would You Expect to be an Accepatble Amount of Time for This Specific Issue?**
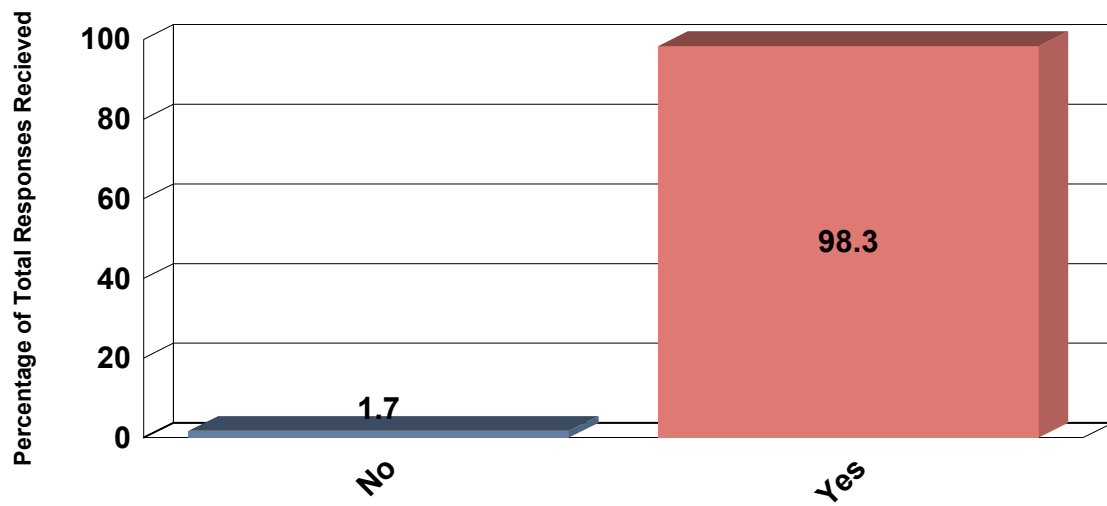
ST1610679	No Answer
ST1554285	No Answer
ST1556335	No Answer
ST1582300	Other (Specify)
	No, I was sent up to the Account Sponsor who had an unresolved problem from yesterday. Temporary passwords cannot be changed.
ST1582462	Other (Specify)
	Said it couldn't be done and had to go through Account Sponsor, who had reported problem yesterday.
ST1582873	No Answer
ST1597267	No Answer
ST1576014	No Answer
ST1608247	No Answer
	I'm hoping my local help guys can deal with it.
ST1572004	Other (Specify)
	After I identified the error on 5/18, it has taken 3 emails and it was finally resolved today. This is a VERY long time!!!!
ST1618692	Immediately < 15 minutes

Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

Percentage of Total Responses Recieved

No	Yes
0.5	99.5

Service Ticket Number	Which Consultant(s) Was Not Effective?
ST1528286	No Answer
ST1605353	No Answer
ST1525581	No Answer Just the one I spoke with this morning.
ST1608247	NIH Help Desk Consultant Phone support.
ST1625903	No Answer
ST1607672	Other (Specify) Again, I was not the one who submitted the ticket.

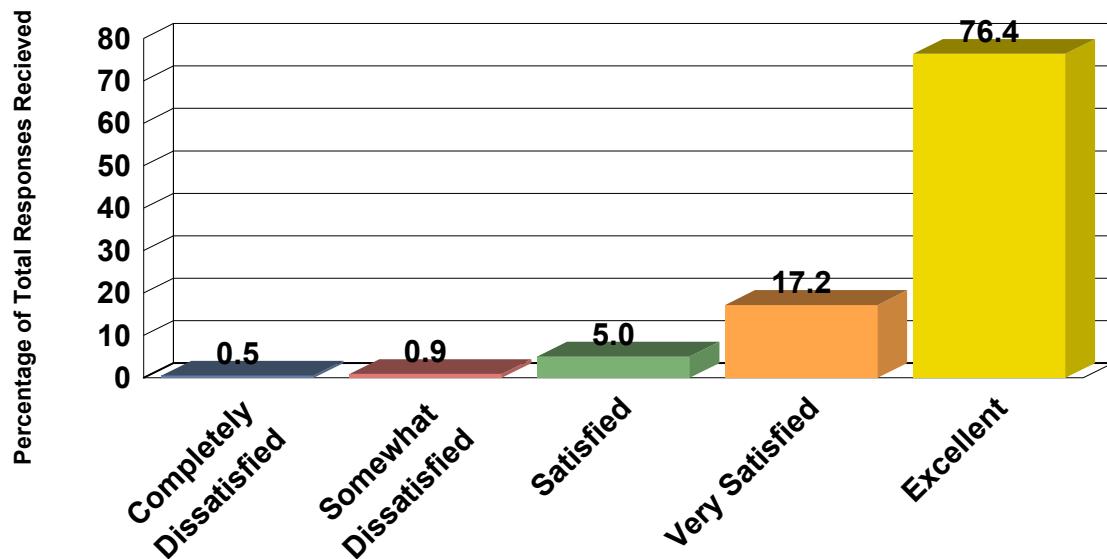# Was the Problem/Request Resolved to Your Satisfaction?

Percentage of Total Responses Recieved

100

80

60

40

20

0

1.7

98.3

No

Yes

Service Ticket Number   Would You Like to Reopen Your Service Ticket?

ST1618359	No
ST1609074	No
	Please make sure that slides are in focus. Thanks
ST1608439	No
ST1625803	No
ST1625872	No
ST1579649	No
ST1542378	Yes
	301 496-7576
ST1608247	No
	I trust my local support people, who agreed to come help me without giving me a RUDE hassle.
ST1620691	No
ST1582300	No
	I researched to get a workable syntax and sent it back to TASC. Please get message to your consultants so they don't lose an ho
ST1582462	No
	As previously stated, found resolution and emailed it to CIT Helpdesk.
ST1614620	No
ST1618039	No
ST1626035	No
ST1567371	No
ST1572004	No
ST1587302	No
	Each time I call we are charged, yet the problem still persists.

ST1588920	No
ST1618692	No

How Would You Rate Your Overall Customer Experience?

Service Ticket Number	Comments/Suggestions
ST1522654	It's always a pleasure dealing with Randy Francini. He is very accommodating and professional.
ST1524374	I want to thank Kendra for helping me get NBS Travel Users back on the NIH Portal. She also told me the HELP DESK was aware of the problem and working on it to get it fixed. THANKS AGAIN KENDRA.
ST1524700	The CIT professional, Todd, helped me solve my problem of getting into the NBS Travel system. The CIT Help Desk has been a tremendous group, providing me with on-the-spot help and information needed to do my job. Thank you ALL for being there!! Sharon Pa
ST1526587	YOU ROCK!
ST1532650	As a contractor, he really did not understand as if he has been on site at NIH for long, but the problem did resolve itself as we spoke, and he was courteous, and would have helped me get it straightened out if I had needed more help.
ST1533830	Thank you!
ST1534438	Great service and response. Thanks!
ST1538608	It was a pleasure to speak with Cathy. She was very helpful and courteous. My problem was resolved very quickly. Keep up the good work!
ST1541491	Today, everything was handled very well. The only problem that I have had "in the past" is the link and timeliness of Techs responding to Citrix or other services needing in-building support when the request has to first go through the Helpdesk. Sometim
ST1546363	If I hadn't sent the email I would of never guessed to "right click" for the form. All of the other forms came up easily using the "left click".
ST1552693	This was a memorable encounter. I had a lot to accomplish, wasn't very organized about what was wrong, and kept wanting "more." Phillip Davis is a genuine credit to your staff.
ST1553944	Very quick reply and solved the problem with just the one e-mail procedure
ST1555112	REsponse was very fast -thank you
ST1556595	Thanks for the very quick resolution! GS
ST1556794	I really appreciate the courteous and good services I got this morning to resolve my logging problem.
ST1557310	I am grateful for the prompt and helpful support that I received.

ST1560141	Problem was solved wonderfully well. Thank you for your prompt response. R. Feller Baum
ST1562448	Service was efficent! Very satisfied with work done!
ST1562566	WELL DONE.
ST1565230	Thanks!
ST1574704	This was a much more timely resolution to my problem than I had yesterday to my password problem. For that problem, I was not contacted for 2 1/2 hours and then as I was leaving for a meeting. That service yesterday was TOTALLY unsatisfactory. I did no
ST1584224	Very polite and eager to listen and help my whole office since the problem was affecting the other computers as well as my own.
ST1585475	The person who helped me (Todd) did an excellent job, he called several people to get me set up with the access. (which I thought I already had) Fixed in less than 10 minutes! Thanks!!
ST1592638	I found the representative who helped me to be exceptionally kind and patient. My problem was resolved very efficiently.
ST1593903	If I want to login to ECARES at 3:55pm I should be able to do so. Still my work day.
ST1595317	I was not here when move was made so can't vouch for courtesy of the technician. I was never contacted as to where I wanted the phone placed and the cord is just barely long enough to reach the desk surface (phone dangles by cord when overhead cabinet doo
ST1601539	I never knew about this anti-spam report option - why not publicize it more so employees know and can use it!!
ST1602723	Thanks for help
ST1609166	The problem was that my Blackberry stopped working because the contract ran out. Last year before this happened, I received a message from the NIH Wireless team warning me that the contract had 4 weeks left. This was a valuable service, why has it been
ST1624997	I don't have any suggestions but the CIT team work promptly to solve my problem. Thank you.
ST1625427	Thanks!
ST1626752	I just want to thank the young lady who helped me out this morning. She was very patient with me and I thank her very much. I also Thank everyone else who tend to help me out whether I'm at home or at work.

Thank you very, very much.
Barbara Ann Pin |

ST1627197	I really appreciate the quickness of the response (like, 15 minutes after request) and the clear interaction with the technician that resolved the mapping problem. Great work!
ST1628331	The service was great. A representative called me on Tuesday 6/28 to ask if I needed a PC installed. My response was no, but I actually do need a PC installed. In the voucher office, I make folders for patients and sometimes need to pull an ATV. I wou
ST1629994	I think CIT does an excellent job every time I have needed their assistance.
ST1520603	no comments
ST1521231	It would be nice to find out what the actual problem is that continues to cause my.nih.gov to go down.
ST1526783	YOU ROCK!
ST1535639	Brett Wimsatt went the extra mile for me to get this resolved. I was able to inform the Branch Chief whose travel this is, that it was corrected quickly and efficiently. Much appreciation to him and all involved behind the scenes. I keep saying it - yo
ST1547868	no
ST1552957	Mr. Davis had a complete understanding of the problem and did an excellent job of completing the request. His manner was thorough and courteous and he completely answered any questions I had.
ST1563315	I'm grateful that someone from Tech Support works after 5:00! Please keep it up. Thanks --
ST1565445	Problem solved quickly. Thanks Al Robertson
ST1569964	This questionaire is iritating and the questiona seem redundant.
ST1575616	Morgan Glines was outstanding.
ST1577274	Well done. The person who answered passed me to Francisco. He solved my problem and even helped me do something that I thought was impossible -- change the name of my VPN connection entries to "home" and "office." Make sure everyone knows how easily th
ST1589853	The response was stunningly fast.
ST1591840	I was very impressed with the representative who took my call and immediately understood my problem. Resolution was faster than I had anticipated. Many thanks, and continued great customer service!

ST1592529	Mike Dorsey emailed me excellent feedback on what he found and asked me to confirm that the problem had been resolved. He did an exceptionally good job on handling this ticket. Thanks!
ST1603140	Fast, excellent, efficient service!
ST1623810	A speedy resolution. Thank you!
ST1625782	Thanks for the quick response.
ST1631133	t
ST1517756	Just testing the survey - need to know if the Submit button works on Macs.
ST1522274	The person was courteous, patient and extremely helpful. My problem was resolved in record time.
ST1532983	thanks, good service!
ST1534271	Outstanding!!!
ST1537551	Thanks.
ST1538279	The Customer Service Rep was extremely pleasant and helpful------I do not remember her name.
ST1545494	Quaye completed this task expeditiously!!
ST1547087	I received excellent service in a timely manner. Thanks
ST1550097	I have only/always experienced timely and quality service with everyone with whom I've dealt in CIT. Thanks for the superior service!
ST1553114	The URL that the CIT person gave me over the phone was https://itas.nih.gov and that worked. The URL shown on the previous page of this report had http without the "s". Which is really correct?
ST1553246	The Help Desk was very helpful and pleasant on the phone.
ST1554204	I have always felt that Richard Moon and Bill Nguyen have been exceptionally helpful. The person I spoke with just now was great as well.
ST1557390	Was very thankful for the solution to the problem given by the technician. Nice phone personality also.

ST1562102	Mr. Boris Johnson was extremely helpful and my problem was resolved very quickly. Thank you very much.
ST1569180	K/Cathy was very patient.
ST1571631	Service was excellent! Keep up the good work!
ST1574989	Thanks!
ST1580271	Job well done, walked me through the process. Thanks
ST1580633	I think I already submitted a survey for this request. For tickets submitted in my name, I really need the users name who had the problem. Otherwise, I can't keep track of who the ticket is actually for. Thank you!
ST1586686	Help Desk personnel were very helpful and courteous.
ST1592761	You and your associate always do an excelent job
ST1595337	Maybe the first thing she should have asked is whether I had the caps on. (I felt so stupid after all the time we spent trying to get to the problem.)
ST1598617	No comments at this time.
ST1599370	I appreciate you taking your time to help me resolve my issue, as always!
ST1600167	hi m
ST1602194	Bill Nguyen and Richard Moon are excellent!!!
ST1604287	no comment.
ST1605319	Excellent support/service. Thank you.
ST1607147	I really believe there needs to be a way to have a Universal password that works with all the systems available at NIH, from DELPRO to the NBS to EHRP.
ST1618515	Maybe for computer illiterates like me, your recording should say "have you tried re-booting to solve the problem?"
ST1618622	Incorrect computer setup from 3rd floor impacted my LAN printer. No way for TASC to know.

ST1622309	Even though I had to hang up, the tech followed up with an email promptly. Thank you again.
ST1625072	The consultant took the time to walk me through the steps to reactivate my mail rules. He did not rush through the explanation/steps and ensured I was following along with him.
ST1625137	Todd was very helpful!
ST1518195	The upgrade service pack was on my desk top not lap top but I think the result is the same.
ST1518910	I understand that this concern was expressed by others, the culmination of which spurred on these changes. Nonetheless, I am glad to see action in direct response to client concern. Thank you.
ST1521530	The service exceeded My expectations
ST1526819	Thanks for your help.
ST1529658	Thank you
ST1530343	This was the second try to resolve his problem with help from CIT/TASC. The first go-round didn't resolve this problem so we are very grateful to Mike Flanagan and Phil Davis for resolving it on the second try!
ST1544175	Andy Anderson ws extremely helpful and patient. I appreciate his persistence and patience in getting this resolved for me. We need more individuals like him. Thank you.
ST1544489	Joe Gannon was exceptionally helpful, suppportive, patient, and courteous.
ST1546619	Thanks
ST1547676	Dispelled a myth for me. Thanks Alex.
ST1548433	no
ST1550045	no improvements needed
ST1553341	I have used this Help Desk several times while working at home for software/citrix and other IT challenges and found everyone MOST helpful and, even on weekends! Thanks--I appreciate it!
ST1556441	None at this time

ST1563241	Joe Gannon is very patient and very polite. I appreciate all of his help. Mattie
ST1563887	If we could only get the rest of the government to be so effective.
ST1566997	Randy Francini is always helpful and courteous. Thank you Randy for your prompt service!
ST1576408	Thanks
ST1576946	The initial response was not exactly satisfactory but the consultant tried his best to be helpful and the problem was eventually resolved.
ST1577191	Joe is a GREAT guy!!!
ST1578067	The ticket was cancelled before anything was done. I had mis-typed my password a couple of times so there was really no problem that had to be fixed.
ST1581078	I really appreciate Quang responding to the matter immediately so that I may be able to carry out the task that are required of me efficiently and effectively.
ST1588422	We both had trouble changing the password and had to call the NIH helpdesk, but once we did we were able to get the password changed to something the system would accept. The major problems were that I was not notified that my password would be expiring
ST1591066	I don't have any suggestions; however, I want to commend the CIT staff person that assisted me today. She was very professional in her tone and prompt in her response in helping me. Thank you very much.
ST1592953	The gentleman was very kind and patient with me.
ST1594732	Patty Cleveland is always courteous and extremely helpful. Thank you Patty!
ST1598864	The person helping me was extremely courteous, knowledgeable and concise. Couldn't be better. Keep up the good work!
ST1605537	Service Tech, Phil Jenkins, was very professional and knowledgable.
ST1610079	Alex Naron was very expedient, courteous, and professional in handling my request!
ST1613011	Keep up the good work!
ST1614356	The traffic on the NIH servers must be tremendous. I guess I should be glad things work as well as they do.

ST1615236	The consultant was extremely courteous and helpful!
ST1626318	Jamie was articulate, patient and efficiently walked me through the process.
ST1629088	The young lady was very profesisonal,knowledgeable and courteous. Great job!!!
ST1513704	Patty Cleveland was exceptional in her knowlege and ability to walk me through the process and receive immediate results. Thanks Patty.
ST1519706	The gentlemen that handled my account did an very good job finding the problem and completing the task.
ST1520840	Thank you
ST1521349	Very courteous
ST1527355	I first phoned in at about 6:29am. The system put me on hold, and told me to wait for the next available technician. I waited with no answer until about 6:50am, and decided that either the network was completely down and everybody was tied up, or there
ST1535451	Excellent service!!!
ST1538090	Ray was very responsive and willing to help.
ST1547082	The person who helped me was very pleasant, patient and helpful. Thanks!
ST1547737	Thank you!!
ST1556122	Rod was extremely patient, checked out all options, and finally solved the problem. I couldn't ask for better service. Rahael then got on the line with good advice on how to back up my Outlook folders. Many thanks.
ST1573803	Good job by Rahel.
ST1579853	The young male was very helpful and professional. I appreciate the outstanding service.
ST1581927	Your assistance was first rate, but I did not know this was a multiple technician support effort. Some indication that your action was complete, but further work needed to be accomplished would have helped and avoided some confusion. Thanks!
ST1584219	The help desk representative help me solve the problem during the initial call to report it. She was great and I appreciate her help.

ST1591782	The NBRSS Travel System has been very slow lately unlike it has been in previous months. I will wait and see if it continues to cause problems and then if it does call the Help Desk back. Thanks.
ST1607641	No additional comments since the service I have received has always been excellent.
ST1610342	I have always received excellent help from all staff at CIT. This time I spoke with Brett & Paul, and both were great. Thanks!
ST1615899	The person who helped me was able to make sense of a confusing situation and, in the end, was able to put me in touch with the right people. I appreciate his help.
ST1616768	Rod Roberts was thorough, kind and considerate. He is a tremendous asset to your office. Thank you, thank you, thank you!!!
ST1617458	I very much appreciate the consultant's patience and good humor. Thanks.
ST1617706	This is a nice addition to the survey, as previous versions were very frustrating because one could not describe what actually transpired. This is much more satisfying. Thank you.
ST1621451	Tony was very, very helpful.
ST1624113	Phil Jenkins is great!
ST1628060	Did a great job.
ST1628825	Thanks.
ST1630616	The gentleman who assisted me was very friendly and helpful. Thanks!
ST1632598	My supervisor and I found it more than a little disturbing that the Exchange server that our entire office is on would be rebooted in the middle of the day without prior notification or warning.
ST1521401	Quick and courteous! Thanks so much.
ST1529011	I do not recall receiving a call from CIT asking me if they should contact the AO. I also did not have a subsequent telephone conversation with CIT personnel on the final fix. The generated e-mail was the final notification to me that the AO or timekeep
ST1529480	This is a reoccuring problem. When Tech support upgrades my machine it seems as if the destroy my link to ITAS. Is there a way of preventing this. The tech support guy on the phone says that it just happens sometime. It certainly slows one down. H

ST1530645	She was very nice and her answer was helpful.
ST1531385	Yes I wonder if we will be able to correct profiles and/or statements of appointment/termination notices entry if there are errors. Must we contact the Help Desk for each correction, or can we correct ourselves.
ST1533752	Many thanks.
ST1536955	Great and fast help over the phone- thanks!
ST1542213	CIT has been supportive with its professional staff. I'm very satisfied.
ST1545284	My IT problem was resolved within minutes of my submitting an e-mail request to the HelpDesk. It is exceptionally satisfying to receive help within minutes so that I can get back to more productive tasks.
ST1547990	It's usually easier for folks to reach me via email, since I'm in so many meetings.
ST1549736	Everyone should be as curteous as she was and as effective in solving problems
ST1551551	The one question you didn't ask was "did the support person make you feel stupid asking your question?" The answer was NO! This was a quick resolution to an irritating problem and he handled it effectively on the phone. THANK YOU!
ST1553617	Staci provided excellent fast service!
ST1554079	Joe Gannon, with whom I spoke, was terrific.
ST1554242	I have delt with Mr. Danner on several occassions. He has always gave me excellent service and I dont know what your organization would do without him. Thanks again.
ST1556112	Anita M. helped me with my request. Her responses were excellent, a big help.
ST1565442	Thank you.
ST1566071	No additional comments. Excellent service, thanks.
ST1566190	I am consistently impressed with the knowledge and level of customer service from the CIT help desk reps.
ST1566526	N/A

ST1569418	The only comment I have is, I'm still waitting for someone, to check on my computer to see why I am unable to print to the Xerox color copier.
ST1576018	The service provide was absolutely excellent, fabulous -- and just sooo wonderful. The problem was corrected immediately. The person that handled the job (can't remember his name but he did tell me) should get a nice raise, trip to the Caribbean :)!!!, or
ST1578706	I was little confused at first but, later things went okay. I'm wondering if your techs can access my computer at the same time and show certain areas where I got lost or didn't see what he was referring too?
ST1579112	Thanks for your time and help. Apologies for the delay in filling out the survey.
ST1580454	All went smoothly and error free. Thanks!
ST1582306	Thanks Trish.
ST1588666	I always get excellent service from the professional staff there. Thank you.
ST1590214	thanks for staying on the line to assure rebooting worked.
ST1590341	The consultant who helped me was extremely courteous and helpful. She's also very patient.
ST1590654	stop using Remedy. The interface is slow, hard to use, and doesn't work with either Macs or Unix. As LAN tech support, I have to interface with a screen that frankly has too many options, many of which are obscured under drop down menus. Althoug
ST1602946	I don't know of anyone who knows of this useful feature!
ST1603814	Very conscientious... great service!!
ST1603910	Thank you for the quick response!
ST1604066	The response was extremely fast -- and the techs fixed the problem, and over the phone. It would be hard to ask for much more: A+
ST1608276	Really great job!
ST1612335	I was having a problem changing my password. The lady was very courteous and she walked me through the process and I had no problem changing my password after talking to her. Excellent Customer Service.

ST1613156	Technician was very helpful, called back to verify problem was fixed.
ST1629525	N/A
ST1630985	Thank you for having the "answer" on how to "change my ADB" password. The Help-Desk is extremely important for all employees' upcoming questions/challenges.
ST1519516	Kudos to the patient person who helped me through a different version of programs.
ST1527409	The techician was extremely helpful and patient. Thanks!!
ST1527729	I always get excellent service, thank you.
ST1533939	I am very pleased with your response and help.
ST1535793	Dustin took the extra step in assisting with my request by sending me the required form. Had he not done that, I probably would still be searching for the correct form. I really do appreciate the wonderful service.
ST1537128	I updated my computer with a later version of Adobe Acrobat (6.0) and now I am able to pull up PDF files. Thanks!
ST1537432	Carla was helpful and very professional.
ST1540796	REpresentative was very helpful and courteous. Martin
ST1551650	This was an email request so I didn't have any interaction with a consultant.
ST1553073	person who answered the phone couldn't help me ... but was able to connect me with a knowledgable person who problem solved with me until it was corrected - thanks!
ST1567165	Appreciated the help.
ST1569920	Well, I was not expecting to get such a great help! It was an excellent help I can tell. He (Mr. Joe Gannon) realized all possible problems I may be facing and how I can solve those and how my current problem. Thank you very much!!!
ST1570244	The NIH Help Desk is my best resource for any help. Thanks.
ST1570796	Terrific help with a problem that required very specialized word xp expertise. Providing access to skilled individuals with substantial experience on the use of specific software packages is a real improvement gained by the institute wide NIH help desk sy

ST1576104	I said this was resolved satisfactorily because the agent gave me a straightforward answer quickly. Unfortunately, it really isn't satisfactory (due to no fault of hers) since I don't understand why NIH can't find a way to enable people like me whose IC
ST1576506	The service I received regarding this request was excellent and timely.
ST1583261	Thanks Dustin.
ST1589590	Pete is great. always very helpful and nice.
ST1602585	JOB WELL DONE, TO GOD BE THE GLORY.
ST1605444	I called the NIH helpdk and was referred to another young lady whom I must say deserves an award. She knew exactly the problem and how to handle with respect. I've been waiting 2 wks to get prob resolved.
ST1609548	I did not anticipate that service would be so prompt. I was pleasantly surprised. Thanks so much! A. L. Bilal
ST1611490	Thanks.
ST1613377	Thank you!
ST1613492	very helpful
ST1615863	Thanks!
ST1616315	I just wanted to thank alex for being persistant and getting back with me in a timely manner.
ST1619011	Cathy was extremely helpful. Her handling of my problem was highly efficient and effective. She had a MAC specialist who fully understood my problem follow up with me. I appreciate his efforts as well. Thanks to ALL! Joe
ST1620763	The technician who assisted me was quite responsive. He clearly communicated the steps for changing a password for the Delpro System.
ST1625846	Nothing lacking, you guys do a great job.
ST1632243	Not at this moment. Thanks for your promptness.
ST1514487	You guys are great! Thanks, Leonardo

ST1517783	I worked with Carla to resovle this problem and she couldn't have been more helpful and patient with me. Thanks again to her.
ST1521079	Thank you for service!
ST1523015	Terrific support, thank you!
ST1533938	Everyone was very helpful.
ST1539945	the comment i have is that i was changing my password in titan...the box asked for userid which i entered....after speaking with the technician, i was told that the system showed my password as having my account attached also...i asked if the box asking f
ST1543648	None
ST1545311	Thank you for the quick response and good work
ST1553177	Thank you!
ST1554083	I get very excellent help as always.
ST1554735	Quick and effective response
ST1558342	As long as Joe Gannon is affiliated with CIT, I know I will never have a Mac question/problem that will remain unsolved. He is the most knowledgable and understanding CIT customer service expert I have encountered in my 17 years at NIH!
ST1559745	The help I received was first rate.
ST1564431	The password requirements are too difficult, causing one to have to simply write it and paste it on the computer--clearly contraindicated!!!dena yver
ST1565390	Very fast and accurate service. Fixed my problem. Thank you.
ST1573398	Although the IT person was not able to fully delete my problem, he did point me in the right direction, I took that direction and the problem went away. Thanks
ST1577152	Testing for Shawn.
ST1577784	The individual was extremely helpful and should be commended. Paul J. Duska, Contracting Officer, NICHD

ST1584759	Thank you so much!
ST1594471	The consultant was very polite and generous. He walk me throught each step with patience and gave me specific instruction to my understanding.
ST1597228	Daniel is the best. He really knows what he is doing and always has a smile!
ST1610193	No one called me back after my first call placed 6/10 after 5PM. When I call the second time on 6/14 my call was promptly returned.
ST1621885	Thanks for help
ST1623718	The person at the help desk, was very helpful. Thank you very much.
ST1625305	Very quick response. thanks.
ST1627684	thanks so much!
ST1630680	Everyone should be as good as Roger Litow. He is pleasant, listens, efficient and responsive in a timely fashion. BRAVO!
ST1632680	Brian was extremely patient and calm. I was very upset when I first called him because I was so frustrated thinging that I had deleted all entries on the calendar and he was a tremendous help. Thank you Brian.